

## Get Ready For Winter

Cold weather is here so now is the time to get your home and family prepared for wet weather and freezing temperatures. Follow these tips to ensure that you're protected:

Outdoor	Indoor
<ul style="list-style-type: none"> <li>● Caulk around pipes where they enter the house and close all foundation vents to minimize cold wind from blowing into your house and freezing your pipes. Open the vents again in the spring to prevent dry rot.</li> <li>● Wrap outside faucets or hose bibs (Foam insulated covers are available at hardware stores).</li> <li>● Shut off and drain in-ground sprinkler systems. Follow manufacturer's instructions.</li> <li>● Drain and remove all outdoor hoses.</li> <li>● Use a rake or broom to collect leaves from storm drains (if safe) and place them in your yard waste cart or compost bin. Don't use a leaf blower to blow leaves into the street. To report clogged storm drains, call (206) 386-1800.</li> </ul>	<ul style="list-style-type: none"> <li>● Protect water pipes from freezing in exposed or unheated areas (attics, basements and garages) by wrapping with heat tape or insulating materials. Follow manufacturers' installation instructions.</li> <li>● Protect indoor sink pipes that are against exterior walls by opening under-sink cabinet doors to allow indoor heat to circulate.</li> <li>● During severe cold temperatures, allow one indoor faucet to slowly drip cold water. Select the faucet that is the farthest from your front door. Do not leave water running in unoccupied buildings.</li> <li>● If you're away during the winter months, set your thermostat no lower than 55 degrees Fahrenheit day or night.</li> </ul>

Know where your utility shut-offs are located. In case of an emergency, you'll need to know how to shut off electricity, gas and water at main switches and valves.

If a water pipe breaks, immediately close the main shut-off valve to stop excessive flooding. If you cannot turn off the main shut-off valve, SPU customers can call (206) 386-1800 and a crew will turn off the water at the meter for a standard service charge.

Sign up for CurbWaste E-News to receive e-mail alerts on weather impacts to your garbage, recycling and drainage services. Sign up at [www.seattle.gov/lists](http://www.seattle.gov/lists). Visit [www.seattle.gov/emergency](http://www.seattle.gov/emergency) to find information on making an emergency kit and creating a disaster plan for you and your family.

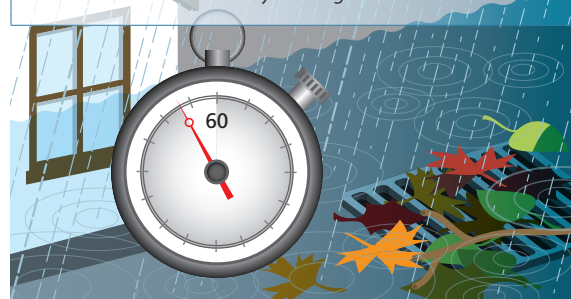
## How Are We Doing?

To meet the service expectations of our customers, SPU sets and tracks service level targets. Over the next year, @ Your Service will highlight our progress in a series of infographics. For more information on service level targets, visit [www.seattle.gov/util](http://www.seattle.gov/util) and search for "Service Levels."

### Drainage & Wastewater Problem Response & Service Reliability

SERVICE LEVEL TARGET	TARGET MET IN 2006	TARGET MET YTD 2007
Respond to <b>80%</b> of safety-related waste- and surface-water problems within <b>1 hour</b> .	*	✓
Limit SPU-related sewer back-up issues to <b>0.1%</b> of customers.	✓	✓
Limit SPU drainage system-related interior flooding to <b>0.1%</b> of customers.	✓	✓

\* Target not met — systems not in place until mid-year to track data and reliably meet goal.



## Take Climate Action



There is a growing recognition in Seattle that global warming isn't just a problem for future generations to worry about; it is a threat that we must start addressing today. Find out how you can make a difference at [www.SeattleCAN.org](http://www.SeattleCAN.org).

## New Rates in 2008

The Seattle City Council has approved new water, drainage, wastewater and garbage rates effective January 1, 2008 that will finance critical capital projects and encourage stewardship of the city's environment. Projects include remodeling the city's aging recycling and disposal stations, water quality improvements, a flood prevention project in Madison Valley, and expanded recycling programs.

	2007 Typical Residential Bill per month	2008 Typical Residential Bill per month
Water <sup>1</sup>	\$22.97	\$24.62
Sewer <sup>1</sup>	\$38.74	\$40.30
Drainage <sup>2</sup>	\$11.83	\$13.74
Solid Waste <sup>3</sup>	\$21.55	\$23.00

<sup>1</sup> Typical residential bills assume monthly water usage of 5.5 ccf (hundred cubic feet) for water service and 5.2 ccf for sewer service.

<sup>2</sup> Drainage fees are billed for SPU as a separate line item on King County's annual property tax statements. In 2007 all residential customers pay the same fee. The typical bill for 2008 is an average bill. Residential property owners with parcels less than 5,000 square feet will pay less than they did in 2007.

<sup>3</sup> Typical residential garbage service is a 32 gallon garbage container and yardwaste service.

The new drainage rates include a major update and re-design of the drainage rate structure, aimed at improving rate equity among customers. The new rates will more accurately reflect customers' impacts on the drainage system. For more information on drainage services and rates, please visit our website at [www.seattle.gov/util](http://www.seattle.gov/util) and click on "Drainage & Sewer."

## Snow/Ice Garbage Collections

Garbage and recycling pickups can be delayed during snowy and icy weather. If your garbage is not picked up during a storm, leave it out to be collected the following day. If weather still prevents collection, put all of your items out the next week on your regular collection day. You can report a missed garbage, recycling or yard waste collection after 6 p.m. on the day it was missed or within two working days by calling (206) 684-3000 or visiting [www.seattle.gov/util/Services/Garbage](http://www.seattle.gov/util/Services/Garbage).



## Stay Green This Holiday Season

Seattle residents may recycle trees and greens in their yard waste containers or free of charge at the city's North and

South Recycling and Disposal stations between Dec. 26, 2007 and Jan. 13, 2008. Trees should not exceed eight feet tall and must be free of decoration. Trunks should not exceed four inches in diameter. The stations will accept up to three trees per vehicle for free. Find station hours at [www.seattle.gov/util/Services/Garbage](http://www.seattle.gov/util/Services/Garbage) or by calling (206) 684-3000.

Yard waste subscribers can put trees and greens out on their regular yard waste collection day. Cut trees into sections, six feet long or shorter, with branches trimmed to less than four feet to fit into the collection trucks. Bundle each section with sisal string or twine (not plastic). Decorated or flocked trees are not recyclable.

## Adopt a Drain and Prevent Flooding

Falling leaves and increased rains can block storm drains and lead to flooding. You can help prevent flooding in your neighborhood by volunteering to "Adopt-a-Drain" and keep storm drains clear of leaves and other debris.

"Adopt-a-Drain" volunteers commit to keeping one or more drains free of leaves and debris. Seattle Public Utilities will support volunteers with gloves, bags, brooms, rakes, and safety vests, and can also help with disposing of leaves.

To "Adopt a Drain," call (206) 684-7647, leave your name, phone number, and address, and we will send you everything you need to get started. Get more information at [www.seattle.gov/util](http://www.seattle.gov/util).

@ Your Service is published bimonthly by the Seattle Public Utilities Customer Service Branch, 700 5th Ave., Suite 2777; PO Box 34027; Seattle, WA 98124-4027. @ Your Service is also available at: [www.seattle.gov/util](http://www.seattle.gov/util)

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